Delegate's Handbook

Delegate's Handbook

Fifty-seventh session of the
General Assembly of the United Nations

United Nations New York, 2002

Note

This booklet contains information of a general nature about United Nations Headquarters and is applicable throughout the fifty-seventh session. For information on the telephone system at United Nations Headquarters please refer to page 74 under Telecommunication Services. Changes to the booklet should be addressed to the General Assembly Servicing Branch, room S-3001H, ext. 3.2337, fax: 963-3783. This booklet is available on the Internet at the United Nations web site (http://www.un.org/geninfo).

ST/CS/52
September 2002

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I. Introductory information

United Nations Headquarters occupies an 18-acre tract of land on Manhattan Island. The site is bounded on the south by 42nd Street, on the north by 48th Street, on the west by what was formerly a part of First Avenue and is known now as United Nations Plaza, and on the east by the East River and Franklin D. Roosevelt Drive. The site is owned by the United Nations and is international territory.

The six main structures, all interconnected, comprising Headquarters are the General Assembly building, which contains, besides the plenary hall, a large conference room and four medium-sized meeting rooms; the long, low Conference building parallel to the river, which contains council chambers, conference rooms, lounges and restaurants; the 39-storey skyscraper office building, which houses the Secretariat; the Library building; the North Lawn extension; and the South Annex building. The General Assembly Hall and the council chambers are on the second floor level while all the other conference rooms in both buildings are on the concourse level. All conference rooms, council chambers and the plenary hall may be reached from the Delegates' Entrance in the General Assembly building.

Several buildings adjacent to the Headquarters also house some of the United Nations offices including the DC1, DC2 and Nigeria House which are located along 44th Street, UNITAR, the FF Building and Uganda House located along 45th Street, and the Alcoa Building located along 48th Street.

Entrance

Authorization to enter and to park at United Nations Headquarters requires that delegation cars have United Nations diplomatic license plates ("D" plates) as well as identification decal for the fifty-seventh session of the General Assembly. (For information on obtaining parking decals, please see page 76.)

Grounds passes and admission to meetings

United Nations grounds passes for members of official delegations to regular and special sessions of the General Assembly and all other calendar meetings at Headquarters are issued by the Protocol and Liaison Service (room S-0201, ext. 3.7181).

In order to accredit delegates to a specific United Nations calendar meeting, permanent and observer missions must submit to Protocol, properly filled-out SG.6 forms which can be obtained from Protocol in English, French and Spanish. Upon authorization, the forms should be brought by Permanent and Observer Missions to the United Nations Pass and Identification Office for processing. Delegates participating at a United Nations meeting for the first time must appear in person at the Pass and Identification Office with the authorized SG.6 form to be photographed and receive a pass. Passes for delegates who have already been entered into the electronic system of the Pass and ID Office may be received by the representatives of Permanent/Observer Missions on the basis of the authorized SG.6 forms.

Special VIP passes without photos are issued by Protocol, upon request, to Heads of State and Government, Vice-Presidents and members of royal families participating in the United Nations Conferences. Participants on the level of Deputy Prime Ministers or Cabinet Ministers are issued VIP passes with photographs. An appropriate request with two passport-

size photographs should be sent to the Protocol and Liaison Service, 24 hours in advance of the issuance. It is not necessary to fill out SG.6 forms to the above-mentioned categories of participants. Spouses of delegates are entitled to the same type of pass.

Media Correspondents with the written press, film, television, photo, radio and other media organizations are accredited by the Media Accreditation and Liaison Unit of the News and Media Division, Department of Public Information (room S-0250, ext. 3.7164, 3.6934, 3.6936, 3.6937, 3.3866, 3.2393 and 3.2392). To attend open meetings you may call the Media Liaison desk (ext. 3.3353, 3.7756).

Designated representatives of non-governmental organizations in consultative status with the Economic and Social Council are issued grounds passes through the Non-Governmental Organizations Section of the Department of Economic and Social Affairs (room DC1-1480, ext. 3.3192).

Designated representatives of non-governmental organizations associated with the Department of Public Information are issued grounds passes on an annual basis through the Non-Governmental Organizations Section of the Public Affairs Division of the Department of Public Information (DPI/NGO Resource Centre, room L1B-31, ext. 3.7234, 3.7078 and 3.7233).

Security

The United Nations Security and Safety Service operates on a 24-hour basis from room C-113 (ext. 3.6666), located on the main level of the Conference building. In addition to providing security and safety on a 24-hour basis at Headquarters, the Service will:

(*a*) Issue grounds passes, which members of delegations may obtain on the first floor of the UNITAR building, 45th Street and First Avenue (First Avenue entrance)

from 9 a.m. to 1 p.m. and from 2 p.m. to 5.30 p.m. from the first day of the fifty-seventh session of the General Assembly until its recess in December and from 9 a.m. to 1 p.m. and from 2 p.m. to 5 p.m. for the remainder of the year, after being authorized by the Protocol and Liaison Service;

(*b*) Receive official telephone calls, telegrams and cables requiring follow-up action after normal working hours;

(*c*) Assist in locating and notifying the Organization's senior officials in an emergency;

(*d*) Liaise with national security representatives regarding protection arrangements for dignitaries;

(*e*) Liaise with local authorities whenever outside emergency assistance (e.g. ambulance, medical, police) is required;

(*f*) Handle lost and found property. Lost property should be handed over to or claimed from the first floor of the UNITAR building (ext. 3.7533) during regular working hours.

Grounds passes are subject to check at all entry points. Delegates are expected to wear their grounds passes visibly on their outermost garment while on the premises.

Missing grounds passes should be reported without delay to the Special Services Unit (room S-0101, ext. 3.7531).

Delegates are reminded not to leave briefcases or any valuable items unattended in conference rooms.

Information

(Telephones and desk locations)

The Information Unit (ext. 3.7113) will advise on:

(*a*) The location and telephone numbers of delegations;

(*b*) The office or official to be contacted for technical queries;

(*c*) The location and telephone extensions of services, information media and United Nations clubs.

For information concerning the location and telephone numbers of Secretariat members, dial "0". (For further information regarding the telephone system of various offices in the United Nations, please see page 74.)

Information desks

- *General Assembly building*
  Public lobby (ext. 3.7758)
- *UNDC 1 building*
  Office lobby (ext. 3.8998)
- *UNDC 2 building*
  Office lobby (ext. 3.4989)
- *UNICEF House*
  Office lobby (326-7524)

Bulletin boards displaying the programme of meetings are located on the first floor of the General Assembly building just inside the Delegates' Entrance and on the concourse level between the General Assembly building and the Conference building.

Medical Services

The Medical Services Division provides emergency medical assistance to delegates and members of diplomatic missions accredited to the United Nations.

The Medical Clinics are situated at the following locations:

Location

1. *Secretariat Building*
   Room S-0535, Telephone ext. 3.7090
2. *DC1 Building*
   Room DC1-1190, Telephone ext. 3.8990
3. *UNICEF House*
   Room H-0545, Telephone ext. 5.7541.

Time

1. *Secretariat Building*
   the Medical Clinic is open on working days from 8.30 a.m. to 6 p.m. Physicians are available from 9 a.m. through 5 p.m.
2. *DC1 Building*
   the Medical Clinic is open on working days from 9.30 a.m. to 5.30 p.m.
3. *UNICEF House*
   the Medical Clinic is open on working days from 9 a.m. to 5 p.m.

During the General Assembly (September to December) the opening hours of the Medical Clinic at the Secretariat are as follows:

Monday to Friday:	8.30 a.m. to 11.30 p.m.
Saturday:	11 a.m. to 7 p.m.
Sunday:	Closed

In case of an emergency *within and outside* normal working hours:

- Call United Nations Security at extension 3.7777 if you are in the Secretariat Building; or
- Call 911 if located in another United Nations Building.

A United Nations physician is always on call during weekends and official holidays for advice on Medical Evacuations from field duty stations. The physician on duty can be reached by calling United Nations Security at extension 3.6666.

Facilities for the disabled

Facilities available in the meeting areas are:

Easily accessible restroom facilities are located in the General Assembly building first basement in the public concourse area, and in the "Neck" linking the General Assembly building and Conference building in the First Basement. The restroom at the rear of the General Assembly Hall is also accessible.

In the Conference building, the restrooms on the second floor are accessible to the handicapped.

Elevators accessing the first floor and above in the Conference and General Assembly buildings are attended.

The Visitor's Entrance at 46th Street and First Avenue includes a ramp, allowing access both to the General Assembly and to the gardens.

Automatic teller machines, easily accessible for the disabled, are located at the south end of the main corridor on the first floor of the Conference building.

Special ramps are provided for access to conference room podiums where required.

Protocol and Liaison Service

Being a part of the Executive Office of the Secretary-General, the Protocol and Liaison Service of the United Nations:

(*a*) Coordinates visits to the United Nations of Heads of State and Government and other dignitaries in connection with regular and special sessions of the General Assembly and during interim periods;

(*b*) Coordinates special events held at UN Headquarters — such as admission of new Members, presentation of credentials by new Permanent Representatives, unveiling of gifts to the United Nations from Member States, etc.;

(*c*) Prepares and coordinates protocol activities of the Secretary-General at Headquarters; supervises social events hosted by the Secretary-General, such as luncheons, dinners and receptions; accompanies the Secretary-General in some of his official foreign travel and provides protocol coverage of his activities at major international events;

(*d*) Services major United Nations Conferences outside of UN Headquarters in New York in terms of protocol and logistics coverage of the activities of the Secretary-General and other participants on the level of Head of State and Government, provides accreditation and publishes delegates' lists;

(*e*) Accredits members of official delegations to the regular and special sessions of the General Assembly, and all other calendar meetings at UN Headquarters;

(*f*) Issues protocol UN grounds passes to guests of the Permanent Representatives and visiting officials at the request of Permanent and Observer Missions;

(*g*) Prepares for publication comprehensive lists of delegations to the regular and special sessions of the General Assembly;

(*h*) Verifies and approves issuance of parking decals for the vehicles belonging to the Permanent and Observer Missions, and — on an "ad hoc" basis — for rented cars of the delegations.

	Ext.	Room
Ms. Nadia Younes *Chief of Protocol*	3.7171	S-0201A

1. *Deputy Chief of Protocol*

Mr. Igor L. Novichenko	3.7177	S-0201B

Armenia
Azerbaijan
Belarus
Bulgaria
Czech Republic
Democratic People's Republic of Korea
Eritrea
Ethiopia
Ghana
Hungary
Iran (Islamic Republic of)
Iraq
Kazakhstan
Kyrgyzstan
Lao People's Democratic Republic
Libyan Arab Jamahiriya
Mali
Marshall Islands
Mongolia
Morocco
New Zealand
Poland
Republic of Moldova
Romania
Russian Federation
San Marino
Slovakia
Slovenia
South Africa
Tajikistan
The former Yugoslav Republic of Macedonia
Trinidad and Tobago
Tunisia
Turkey
Turkmenistan
Uganda
Ukraine
Uzbekistan
Viet Nam
Yemen
Yugoslavia
Zambia

Observers

Palestine
Black Sea Economic Cooperation Organization
Commonwealth of Independent States
Economic Cooperation Organization
International Organization of la Francophonie
International Seabed Authority

	Ext.	Room
II. *Associate Chief of Protocol*		
Mr. Paulose T. Peter	3.7179	S-0201M

Afghanistan	Japan	Suriname
Australia	Lesotho	Swaziland
Austria	Liberia	Sweden
Bahamas	Lithuania	Syrian Arab Republic
Bangladesh	Malaysia	United Arab Emirates
Bhutan	Mauritius	United Kingdom of Great Britain and Northern Ireland
Fiji	Micronesia	United Republic of Tanzania
Georgia	Myanmar	Zimbabwe
Germany	Nepal	
Greece	Netherlands	
Iceland	Nigeria	
India	Oman	
Israel	Qatar	
Italy	Republic of Korea	
Jamaica	Sierra Leone	

Observers

Holy See
Customs Cooperation Council
International Committee of the Red Cross
International Federation of Red Cross and Red Crescent Societies
International Tribunal for the Law of the Sea
League of Arab States
Pacific Islands Forum

III. *Protocol and Liaison Officers*

	Ext.	Room
A. Mrs. Almudena de Ameller	3.7178	S-0201C

Albania
Andorra
Argentina
Bolivia
Chile
Colombia
Costa Rica
Cuba
Cyprus
Dominica
Dominican Republic
Ecuador
El Salvador
Equatorial Guinea
Guatemala
Haiti
Honduras
Kiribati
Mexico
Nauru
Nicaragua
Pakistan
Palau
Panama
Paraguay
Peru
Philippines
Saint Vincent and the Grenadines
Samoa
Spain
Togo
Tonga
Tuvalu
Uruguay
Venezuela

Observers

Switzerland
Agency for the Prohibition of Nuclear Weapons in Latin America and the Caribbean
Andean Community
Association of Caribbean States
Caribbean Community
Central American Integration System
Council of Europe
European Community
Inter-American Development Bank
Latin American Economic System
Latin American Parliament
Organization for Security and Cooperation in Europe
Organization of American States

	Ext.	Room
B.	3.5941	S-0201N

Angola
Antigua and Barbuda
Barbados
Bosnia and Herzegovina
Brazil
Brunei Darussalam
Cameroon
Canada
Cape Verde
China
Denmark
Estonia
Finland
Gambia
Grenada
Guyana
Indonesia
Jordan
Kenya
Kuwait
Latvia
Lebanon
Malawi
Malta
Mozambique
Norway
Papua New Guinea
Portugal
Saint Kitts and Nevis
Saint Lucia
Sao Tome and Principe
Saudi Arabia
Seychelles
Singapore
Solomon Islands
Sri Lanka
Sudan
Thailand

Observers

African, Caribbean and Pacific Group of States
African Development Bank
African Union
Asian-African Legal Consultative Organization
Commonwealth Secretariat
Community of Portuguese-speaking Countries
International Organization for Migration
International Union for the Conservation of Nature and Natural Resources
Permanent Court of Arbitration

	Ext.	Room
C. Ms. Michèle Fatima Alzouma	3.7180	S-0201O

Algeria
Bahrain
Belgium
Belize
Benin
Botswana
Burkina Faso
Burundi
Cambodia
Central African Republic
Chad
Comoros
Congo
Côte d'Ivoire
Croatia
Democratic Republic of the Congo
Djibouti
Egypt
France
Gabon
Guinea
Guinea-Bissau
Ireland
Liechtenstein
Luxembourg
Madagascar
Maldives
Mauritania
Monaco
Namibia
Niger
Rwanda
Senegal
Somalia
United States of America
Vanuatu

Observers

Community of Sahelo-Saharan States
Economic Community of Central African States
International Criminal Police Organization (Interpol)
International Hydrographic Organization
Organisation for Economic Cooperation and Development
Organization of the Islamic Conference
Sovereign Military Order of Malta

List of permanent missions to the United Nations

The Protocol and Liaison Service publishes twice a year a handbook entitled "Permanent Missions to the United Nations" (Blue Book). This publication lists the diplomatic personnel of Member and non-member States, the staff of intergovernmental organizations accredited to the United Nations as observers and the staff of liaison offices of the United Nations specialized agencies as well as the membership of the principal organs of the United Nations.

A weekly addendum to the "Blue Book" records all interim movements of personnel and changes in address, telephone/telefax numbers, national holiday, etc.

Credentials

Credentials are required for representatives of States members of the General Assembly, the Security Council, the Economic and Social Council and the Trusteeship Council. For the sessions of the General Assembly, credentials of representatives (issued by the Head of State or Government or by the Minister for Foreign Affairs) should be submitted to the Secretary-General, not less than one week before the opening of the session through the Secretary of the Credentials Committee, Office of Legal Affairs (room S-3420A) or the Protocol and Liaison Service (room S-0201).

II. The General Assembly and its Main Committees

Fifty-seventh regular session

At its fifty-sixth session, pursuant to resolution 56/509, the General Assembly elected in July 2002 the President and Vice-Presidents for the fifty-seventh session.

Pursuant to the same resolution, the six Main Committees also elected in July 2002 their respective Chairmen for the fifty-seventh session.

Information on the General Assembly is available electronically on the Internet through the UN web site: http://www.un.org/ga.

Information on the General Assembly is also available in:

Arabic: http://www.un.org/arabic/ga
Chinese: http://www.un.org/chinese/aboutun/prinorgs/ga
French: http://www.un.org/french/ga
Russian: http://www.un.org/russian/basic/mainorg/gassembl.htm
Spanish: http://www.un.org/spanish/aboutun/organs/ga.htm

The President of the General Assembly

The President of the General Assembly for the fifty-seventh session is H.E. Mr. Jan Kavan (Czech Republic).

Office of the President

The Office of the President of the General Assembly is located on the second floor of the Conference building between the ECOSOC and Trusteeship Council Chambers.

	Ext.	Fax	Room
Office of the President	3.7555	1-917-367-2387	C-204
Spokesperson	3.7555	1-917-367-2387	C-204

Secretariat arrangements for the General Assembly

The Secretary-General acts in that capacity at all meetings of the General Assembly.

General responsibilities for the work of the Secretariat in connection with the General Assembly are vested in the Under-Secretary-General for General Assembly Affairs and Conference Services.

The Director of the General Assembly and ECOSOC Affairs Division coordinates the work of the session. He also assumes direct responsibility for the servicing of plenary meetings and the meetings of the General Committee.

Specific responsibility for the work of the Main Committees and other committees or organs is vested in the representatives of the Secretary-General to those committees, namely, the under-secretaries-general or other officials listed below under the appropriate committee. The secretaries of the Main Committees and other committees or organs of the General Assembly, who are also listed below, are provided by the appropriate departments or offices of the Secretariat.

Plenary meetings of the General Assembly and meetings of the General Committee

	Ext.	Fax	Room
Under-Secretary-General for General Assembly Affairs and Conference Services			
Mr. Chen Jian	3.8362	3.8196	S-2963A

Questions relating to the work of the Assembly should be referred to the General Assembly Affairs and ECOSOC Division.

Director			
Mr. Vadim Perfiliev	3.0725	3.5305	S-2977A
		e-mail: perfiliev@un.org	

General Assembly Servicing Branch

Coordination, procedures, documentation and organizational matters 3.2332
Fax on the 29th floor: 963-4230
Fax on the 30th floor: 963-3783

Chief		
Ms. Catherine Boivin	3.2336	S-2925A
		e-mail: boivin@un.org
Ms. Margie Kam	3.2335	S-2925C
		e-mail: kam@un.org
Ms. Mayra Alejandro	3.2333	S-3001E
		e-mail: alejandrom@un.org
Ms. Radhika Padayachi	3.2338	S-3001G
		e-mail: padayachi@un.org

	Ext.	Fax	Room
Arrangements for the list of speakers			
Ms. Carmencita Dizon	3.5063		S-3001L
		e-mail: dizon@un.org	
Information on plenary elections			
Ms. Joyce Sulahian	3.2337		S-3001H
		e-mail: sulahian@un.org	
Membership of main committees			
Ms. Alicia Santomauro	3.2357		S-2925AA
		e-mail: santomauro@un.org	

While meetings of the General Assembly are in progress, the staff listed above may be reached at ext. 3.7786/3.7787.

All those listed above deal with matters relating to plenary meetings of the General Assembly and meetings of the General Committee.

Questions on other matters should be referred to the appropriate offices listed below.

Documentation Programming and Monitoring Unit
Fax: 963-3783

Mr. Xiong Lixian	3.4244	S-2994B
		e-mail: xiong@un.org
Ms. Eslyn Sylvester	3.5432	S-3001A
		e-mail:sylvester@un.org
Ms. Faika Jackson	3.9221	S-3001C
		e-mail: jacksonf@un.org
Ms. Nilima Silver	3.2348	S-3001B
		e-mail: silvern@un.org

Main Committees of the General Assembly

	Ext.	Fax	Room

First Committee

Chairman: H.E. Mr. Matia Mulumba Semakula Kiwanuka (Uganda)

Under-Secretary-General for Disarmament Affairs
Mr. Jayantha Dhanapala 3.1570 3.4066 S-3170A

Secretary of the First Committee
Mr. Mohammad Sattar 3.5595 3.5305 S-2977H

Special Political and Decolonization Committee (Fourth Committee)

Chairman: Mr. Graham Maitland (South Africa)

Under-Secretary-General for Peacekeeping Operations
Mr. Jean-Marie Guéhenno 3.8079 3.9222 S-3727B

Under-Secretary-General for Political Affairs
Mr. Kieran Prendergast 3.5055 3.5065 S-3770A

Under-Secretary-General for Communications and Public Information
Mr. Shashi Tharoor 3.6830 3.4361 S-1027A

Assistant Secretary-General for Political Affairs
Mr. Danilo Türk 3.9606 3.9297 S-3327A

Assistant Secretary-General for Political Affairs
Mr. Tuliameni Kalomoh 3.4049 3.1323 S-3570A

	Ext.	Fax	Room
Commissioner-General of the United Nations Relief and Works Agency for Palestine Refugees in the Near East (UNRWA), Gaza			
Mr. Peter Hansen	3.2255	935-7899	DC1-1265* One UN Plaza
Secretary of the Special Political and Decolonization Committee			
Ms. Lesley M. Wilkinson	3.5444	3.5305	S-2977K

Second Committee

Chairman: H.E. Mr. Marco Antonio Suazo Fernandez (Honduras)

Under-Secretary-General for Economic and Social Affairs			
Mr. Nitin Desai	3.5958	3.1010/ 3.4324	DC2-2320
Executive Secretary of the Economic Commission for Europe (ECE), Geneva			
Ms. Birgita Schmognerova	3.6905	3.1500	S-3127A**
Executive Secretary of the Economic and Social Commission for Asia and the Pacific (ESCAP), Bangkok			
Mr. Kim Hak-Su	3.6905	3.1500	S-3127A**
Executive Secretary of the Economic Commission for Latin America and the Caribbean (ECLAC), Santiago			
Mr. José Antonio Ocampo	3.6905	3.1500	S-3127A**

* New York liaison office.
** New York office.

	Ext.	Fax	Room
Executive Secretary of the Economic Commission for Africa (ECA), Addis Ababa			
Mr. K. Y. Amoako	3.6905	3.1500	S-3127A*
Executive Secretary of the Economic and Social Commission for Western Asia (ESCWA), Beirut			
Ms. Mervat Tallawy	3.6905	3.1500	S-3127A*
Executive Director of the United Nations Children's Fund (UNICEF)			
Ms. Carol Bellamy	326-7028	326-7758	H-1380 UNICEF House
Executive Director of the World Food Programme			
Mr. James T. Morris	3.6884	3.8019	DC2-2500** Two UN Plaza
Executive Director of the United Nations Institute for Training and Research (UNITAR), Geneva			
Mr. Marcel André Boisard	3.9683	3.0995	DC1-0603** One UN Plaza
Secretary-General of the United Nations Conference on Trade and Development (UNCTAD), Geneva			
Mr. Rubens Ricupero	3.4319	3.0027	DC2-1120** Two UN Plaza
Administrator of the United Nations Development Programme (UNDP)			
Mr. Mark Malloch Brown	906-5791	906-5778	DC1-2128 One UN Plaza
Executive Director of the United Nations Population Fund (UNFPA)			
Ms. Thoraya Obaid	297-5111	297-4911	DN-1901 220 East 42nd St.

* New York office.

** New York liaison office.

	Ext.	Fax	Room
Executive Director of the United Nations Environment Programme (UNEP), Nairobi			
Mr. Klaus Toepfer	3.8138	3.7341	DC2-0816* Two UN Plaza
Rector of the United Nations University (UNU), Tokyo			
Mr. J. A. van Ginkel	3.6345	371-9454	DC2-1470** Two UN Plaza
Executive Director of the United Nations Human Settlements Programme			
Ms. Anna Kajumulo Tibaijuka	3.4200	3.8721	DC2-0950* Two UN Plaza
Secretary of the Second Committee			
Ms. Margaret A. Kelley	3.4640	3.5935	S-2950C

Third Committee

Chairman: Mr. Christian Wenaweser (Liechtenstein)

Under-Secretary-General, Director-General of the United Nations Office at Vienna, and Executive Director of the United Nations International Drug Control Programme			
Mr. Antonio Maria Costa	3.5631	3.4185	DC1-0613*** One UN Plaza
Under-Secretary-General for Economic and Social Affairs			
Mr. Nitin Desai	3.5958	3.1010/ 3.4324	DC2-2320

* New York liaison office.
** North America office.
*** New York office.

	Ext.	Fax	Room
Under-Secretary-General for Humanitarian Affairs and Emergency Relief Coordinator			
Mr. Kenzo Oshima	3.2738	3.1312/ 3.9489	S-3627A
United Nations High Commissioner for Human Rights (Geneva)			
Mr. Sergio Vieira de Mello	3.5931	3.4097	S-2914A*
United Nations High Commissioner for Refugees (UNHCR), Geneva			
Mr. Ruud Lubbers	3.6200	3.0074	DC1-2610* One UN Plaza
Assistant Secretary-General and Special Adviser on Gender Issues and Advancement of Women			
Ms. Angela King	3.5086	3.1802	DC2-1220 Two UN Plaza
Acting Secretary of the Third Committee			
Mr. Alexandre De Barros	3.2320	3.5935	S-2950G

Fifth Committee

Chairman: H.E. Mr. Murari Raj Sharma (Nepal)

Under-Secretary-General for Administration and Management			
Mr. Joseph E. Connor	3.8227	3.8424	S-2700A
Under-Secretary-General for Internal Oversight Services			
Mr. Dileep Nair	3.6196	3.7010	S-3527A

* New York liaison office.

	Ext.	Fax	Room
Assistant Secretary-General for Human Resources Management			
Ms. Rafiah Salim	3.5182	3.1944	S-2527A
Assistant Secretary-General for Programme Planning, Budget and Accounts, and Controller			
Mr. Jean-Pierre Halbwachs	3.1661	3.8061	S-2627A
Secretary of the Fifth Committee			
Mr. Joseph V. Acakpo-Satchivi	3.8255	3.0360	S-2633A

Sixth Committee

Chairman: H.E. Mr. Arpad Prandler (Hungary)

Under-Secretary-General for Legal Affairs, The Legal Counsel			
Mr. Hans Corell	3.5338	3.6430	S-3427A
Assistant Secretary-General for Legal Affairs			
Mr. Ralph Zacklin	3.5342	3.6430	S-3427B
Secretary of the Sixth Committee			
Mr. Václav Mikulka	3.5345	3.1963	S-3460A

Other organs

Credentials Committee

Under-Secretary-General for Legal Affairs, The Legal Counsel			
Mr. Hans Corell	3.5338	3.6430	S-3427A
Secretary			
Mr. Anthony J. Miller	3.5358	3.3386	S-3420A

	Ext.	Fax	Room
Advisory Committee on Administrative and Budgetary Questions			
Executive Secretary			
Mr. Jules Corwin	3.7456	3.6943	CB-060E
Committee on Contributions			
Secretary			
Mr. Mark Gilpin	3.5866	3.1943	S-2770J
Ad Hoc Committee of the General Assembly for the Announcements of Voluntary Contributions to the United Nations Relief and Works Agency for Palestine Refugees in the Near East			
Secretary			
Ms. Lesley M. Wilkinson	3.5444	3.5305	S-2977K

III. Conference services

Meetings services

The Department of General Assembly Affairs and Conference Services is responsible for providing meetings services, including interpretation, the provision of meeting records and the editing, translation, reproduction and distribution of documents.

General inquiries regarding meetings services may be made to the Planning and Meetings Servicing Section (room S-1537, ext. 3.6540); inquiries regarding documents may be made to Documents Control (room S-1552, ext. 3.6579).

Programme of meetings

The Planning and Meetings Servicing Section prepares daily a programme of meetings for the following day. The programme is printed in the *Journal*, giving the conference rooms and other relevant information concerning the meetings. Queries regarding the schedule of meetings may be addressed to the Meetings Servicing Unit (ext. 3.7348).

Duration of meetings

Normally, morning meetings are scheduled from 10 a.m. to 1 p.m. and afternoon meetings from 3 p.m. to 6 p.m.

Owing to the heavy demand for meetings and the limited facilities available, it is essential that meetings should start on time and that the above schedule be respected to the fullest extent possible. Therefore, delegations are urged to be present at the meetings on

time. It is also advisable to schedule related meetings consecutively whenever possible to ensure the maximum utilization of available services. For ease of transition, however, there should be a short gap between unrelated meetings.

Meetings of regional and other major groupings of Member States and other informal meetings can be accommodated only if and when services originally earmarked for meetings of charter or mandated bodies are released.

Seating arrangements

The delegation of Lebanon has been chosen by lot to occupy the first seat in the General Assembly Hall during the fifty-seventh session of the General Assembly. The delegation of Lebanon will, therefore, be seated in the front row at the extreme left (the Secretary-General's side of the podium). Delegations of the other Member States will follow in the English alphabetical order of names, in accordance with established practice. The same seating arrangement applies to meetings of the Main Committees.

Copies of the floor plan showing the seating arrangement are available in the Meetings Servicing Unit, Department of General Assembly Affairs and Conference Services (room S-B1-02, ext. 3.7348).

Members of delegations are reminded not to take photographs in the General Assembly Hall and to refrain from accepting cellular phone calls at their delegation tables.

Journal

The *Journal of the United Nations* is issued daily on working days in English and French. During the General Assembly it is issued in the six official languages: Arabic, Chinese, English, French, Russian and Spanish. The *Journal*, which is available on the UN web site, contains:

(*a*) A programme of meetings;
(*b*) Agendas for individual meetings;
(*c*) Summaries of meetings;
(*d*) Announcements.

The *Journal* office is located in room S-2940. Queries may be made from 4.30 p.m. onwards at ext. 3.3888.

Interpretation

Statements made in any of the six official languages of the General Assembly are interpreted into the other official languages. In order to ensure quality interpretation of written speeches, it is essential that the delegations provide interpreters with copies of their speeches and speak at a speed that is interpretable. Any representative may also, in keeping with rule 53 of the rules of procedure of the General Assembly, make a statement in a language other than the official languages. In such cases, the delegation in question must provide either an interpreter or a written text of the statement in one of the official languages. On the basis of this interpretation or written text, which is accepted by the Secretariat as representing the official text of the statement, it will be interpreted into the other official languages by United Nations interpreters. However, the delegation concerned should make available to the United Nations interpreter someone who knows the language in which the statement is to be delivered and the official language into which it has been translated, to guide the interpreter throughout the translated text and to ensure synchronization between the speaker and the interpreter.

Written translations of statements delivered in official languages

If written texts are provided in more than one official language, delegations should indicate clearly which of these is to be accepted as the official text. When

delegations provide a written translation of their statement, they should specify on the first page of that text whether it should be "read out verbatim" or "checked against delivery".

If delegations wish their translations to be read out verbatim, any deviation from the text on the part of the speaker, including omissions and additions, are unlikely to be reflected in the interpretation.

If delegations believe that the speaker may deviate from the text, they should opt for "check against delivery" and the interpreters will follow the speaker and not the translation. In this case, delegations should be aware that the interpretation heard by the audience will not necessarily correspond to the translation that they may have distributed to the audience and the press before or during the delivery of the statement.

Representatives who take the floor in conference rooms should bear in mind that the microphone before them is inoperative until they have been called upon to speak by the chairman. In order to ensure the best possible recording and interpretation of their speeches, they should speak directly into the microphones and clearly, particularly when giving figures, quotations or highly technical material, and when reading from a prepared text (see also page 33). Extraneous noises, like tapping on the microphone to test if it is working, turning pages or answering cellular phone calls, should also be avoided.

While delegations are increasingly given a time frame in which to deliver their statements, they are kindly requested to speak at a normal speed* at all times to enable the interpreters to give an accurate and complete rendition of their statements. When statements are delivered as fast as possible in order to comply with the time limit, the quality of the interpretation suffers.

* For instance, the normal speed in English is 100 to 120 words per minute.

Records of meetings

Meeting records are provided for the plenary meetings of principal organs, for meetings of the Main Committees of the General Assembly and, on a limited and selective basis, for meetings of certain other bodies. Meeting records may take the form either of verbatim records (PVs) or of summary records (SRs). The records are prepared by the Secretariat and are subject to correction by delegations. However, corrections that add to, or alter the sense of, a statement as actually delivered cannot be accepted.

Verbatim records cover the proceedings *in extenso* utilizing interpretations for languages other than the original.

Delegates are advised that if any portion of a written statement is not actually read out, it will not appear in the record of that meeting.

Summary records cover the proceedings in a concise, abbreviated form. They are not intended to include each intervention, or to reproduce statements textually.

The provision of written records (verbatim or summary) for United Nations bodies is regulated by a number of decisions of the General Assembly and other principal organs.

In addition, sound recordings of meetings are made and may be consulted (see page 71).

Corrections to meeting records

Corrections to meeting records should bear the signature of a member of the delegation concerned and should be sent or delivered to the following offices: for verbatim records to Chief, Verbatim Reporting Service, room C-178; for summary records to Chief, Official Records Editing Section, room DC2-0750, Two United Nations Plaza.

Corrections should be indicated in a memorandum and/or inserted in a copy of the record. If no memorandum is sent, the front page of the corrected record should bear the signature and title of an authorized official of the delegation concerned.

Delegations are requested to make sure that, when the corrections are made by hand, they are written clearly and that the place in which they are to be inserted is indicated precisely.

A. Verbatim records

Corrections to verbatim records (PVs) should be limited to errors and omissions in statements as actually delivered, that is, in the original language. When a request is submitted for a correction, a check is made against the sound recording of the relevant speech.

B. Summary records

Corrections to summary records (SRs) should not cover points of style, nor include lengthy additions that would upset the general balance of the summary record.

The text of a speech should not be submitted in lieu of corrections.

Issuance of corrections

Records of United Nations bodies are reissued as corrected only in certain cases. These include records of meetings of the Security Council and plenary meetings of the Economic and Social Council. For other bodies, including the General Assembly and its Main Committees, records are issued only once and approved corrections are reflected in a single corrigendum issued periodically. Only in cases of serious errors or omissions materially affecting the course of the proceedings may a correction be issued immediately. In the case of verbatim

records, such exceptional corrections will be resorted to only to revise errors or omissions in the original language version of a statement. Other language versions would be brought in conformity, if necessary, with the corrected text in the original language.

Prepared texts of speeches

A minimum of 30 copies of the text of speeches to be delivered in plenary meetings and meetings of the Main Committees should be given in advance to the conference officer in order to help the Secretariat provide the best possible service. Failing this, delegations are urged to provide six copies for interpreters and record-writers *before* the speaker takes the floor. If films or other visual materials are used, copies of the scripts should also be provided.

The electronic version of the text of speeches, preferably as an MS WORD file attachment, should be sent by e-mail to DPI@un.int for posting on the UN web site.

If delegations wish to have the text of speeches distributed to delegations, specialized agencies, observers, interpreters, record-writers and press officers, 300 copies are required. For distribution in the General Assembly Hall, texts should be delivered to the documents counter on the left side of the Hall or to the conference officer.

Distribution of communications and materials

Distribution of communications and materials in the General Assembly Hall from a delegation must be cleared in advance with the General Assembly and ECOSOC Affairs Division (ext. 3.2332 in room S-2925, or ext. 3.7787). The distribution must be done by the delegation concerned *before* the meeting starts.

Documents facilities

Translation and reproduction of documents

Delegations wishing to submit documents for consideration by a United Nations body should present them to the Secretary-General or to the secretary of the body concerned. The staff of Documents Control is not authorized to accept documents for translation or reproduction directly from delegations.

The categories of documents are as follows:

(*a*) The "General" series;

(*b*) The "Limited" series, the serial number of which is preceded by the letter L. This series comprises documents of a temporary nature such as draft resolutions and amendments thereto. When such documents are submitted during a meeting and are required urgently, advance versions marked "Provisional" are translated and reproduced immediately by special arrangements and distributed to participants only. Edited texts and revised translations are issued later;

(*c*) The "Restricted" series, the serial number of which is preceded by the letter R. This series contains only those documents whose content requires at the time of issuance that they should not be made public;

(*d*) Conference room papers or working papers identified by the letters "CRP" or "WP" before the serial number. These are informal papers, in one or more languages, used in the course of a meeting or meetings and distributed only to participants and other interested recipients attending the meetings at which they are discussed.

Distribution of documents

A list of documents distributed at Headquarters is issued daily. Documentation distributed daily to delegations in accordance with stated requirements will be available for pick-up at the delegations' pick-up area located at the service entrance to the North Lawn complex from 7.30 a.m. to 9.30 a.m. on weekdays.

The Delegation Station on the concourse level of the Secretariat building (room S-B1-060, ext. 3.7373) is open for secondary requests during working hours on weekdays.

A limited number of copies of documents containing draft proposals for action during the meetings in progress will be available at the documents counter in the conference rooms.

Special requests for distribution arrangements can be made by writing to or by calling the Chief of the Distribution Section (room NL-314, ext. 3.7345 or 3.8062).

Arrangements for automatic distribution should be made by calling ext. 3.7344; secondary requests should be made in person at S-B1-60 or by calling ext. 3.7373.

Only United Nations documents may be distributed during the meetings.

The United Nations official document system (ODS) contains electronic versions in all official languages of all documents issued in New York, Geneva and Vienna. It can be accessed free of charge by all permanent missions to the United Nations and other government offices. Documents stored in the official document system are indexed following the structure of the United Nations Bibliographic Information System (UNBIS) and can be searched, retrieved for viewing and printing and downloaded.

Information on the official document system can be requested from extensions 3.6587 or 3.3861.

IV. Media, public and library services

Spokesman for the Secretary-General

The Office of the Spokesman for the Secretary-General is located on the third floor of the Secretariat building.

	Ext.	Room
Director, Spokesman for the Secretary-General		
Mr. Fred Eckhard	3.5128	S-0378A
Press inquiries	3.71603.7161/3.7162	S-0380

Press conferences

Requests for press conferences should be addressed to the Office of the Spokesman for the Secretary-General (room S-0380, ext. 3.7160, 3.7161 and 3.7162).

Services to correspondents

Daily press briefings are given at noon in room S-0226 by the Spokesman for the Secretary-General. During General Assembly sessions, the Spokesperson for the President of the General Assembly also briefs the press on Assembly matters. Highlights of the noon briefing can be found on the web site of the Spokesman's Office (http://www.un.org/News/ossg/hilites.htm). For other services, see http://www.un.org/News/ossg.

Additional services to correspondents in the press area on the second and third floors include: assistance from the Spokesman for the Secretary-General and his staff; assistance from the Media Accreditation and Liaison Unit, Department of Public Information, in the provision of tickets for seats in the press galleries (room

S-0250, ext. 3.3353, 3.7756); distribution of press releases, official documents and access to delegation press releases that are made available at the press distribution centre (room S-0390, ext. 3.7165); and announcements of briefings and press conferences through the paging system.

Working facilities for correspondents are provided in the press areas on the third floor. Cable and telex offices are located on the third floor.

Public information

The Department of Public Information provides a wide range of services to representatives of the media, non-governmental organizations and the general public. The office of the Under-Secretary-General for Communications and Public Information is located on the 10th floor of the Secretariat building. Other offices are located as indicated in the following pages.

	Ext.	Room
Under-Secretary-General for Communications and Public Information		
Mr. Shashi Tharoor	3.6830/ 3.2912	S-1027A
Special Assistant to the Under-Secretary-General		
Ms. Paula Refolo	3.6867	S-1027C
Information Technology Section (UN web site information)		
Chief		
Mr. Mahbub Ahmad	3.6974	S-1005A
	e-mail: ahmad@un.org	
News and Media Division		
Director		
Mr. M. Salim Lone	3.6856	S-0837A

	Ext.	Room
Press Service		
Chief		
Mr. Roy Laishley	3.6832	S-0290A
Press desk	3.7211	
Media Accreditation and Liaison Unit		
Chief		
Ms. Sonia Lecca	3.6934	S-0250
Radio and Television Service		
Officer-in Charge		
Mr. Joseph McCusker	3.7462	S-0894A
TV and Audio-Visual Production Section		
Chief		
Mr. Joseph McCusker	3.7462	S-0894A
Public Affairs Division		
Director		
Ms. Thérèse Gastaut	3.5302	S-0941A
Promotion and Planning Service		
Chief		
Ms. Susan Markham	3.6862	S-0955A
Public Liaison Service		
Chief		
Ms. Lyutha Al-Mughairy	3.5125	S-0260A
Library and Information Resources Division		
Director		
Mr. Raymond Sommereyns	3.3064	L-382A

	Ext.	Room
United Nations Information Centres Service		
Officer-in-Charge		
Mr. Yousef Hamdan	3.0082	S-1060F

Press releases, distribution of speeches

The Meetings Coverage Section prepares and issues on the same day press releases in English and French on most open meetings held at United Nations Headquarters. In addition, releases are issued on United Nations conferences and meetings held in other parts of the world. These releases, which are prepared for the use of information media and are not official records, also contain background information. Press releases are also made available electronically to approximately 200 direct recipients worldwide, including United Nations information centres and services, United Nations offices, United Nations Development Programme field offices, peacekeeping operations and electronic public networks.

Accredited correspondents may obtain press releases from the press release distribution desk in the press working area on the third floor of the Secretariat building (ext. 3.7165). Delegates may obtain press releases, as available, through Documents Distribution (ext. 3.7373), or on the UN web site (www.un.org/News). Delegations desirous of making texts of speeches or press releases available to information media should take 150 copies to the press release distribution desk (room S-0390) for distribution to accredited correspondents. As soon as received, the availability of the texts will be announced through the press paging system. Texts of speeches or delegation press releases must be issued under the letterhead of the mission responsible and, for the convenience of correspondents, should be dated. Statements made at major conferences or in the Plenary of the General Assembly should be e-mailed to

DPI@un.int for posting on the UN web site as early as possible. Hard copies may be delivered to room S-1037A.

For a wrap-up of the latest UN-related developments around the world, delegates may refer to *The Daily Highlights* news bulletin, available in print form by the end of each working day on the third floor press racks. News on UN-related developments is updated throughout the day by the UN News Service and can be accessed on the UN News Centre web site at www.un.org/News. Delegates can also receive updates via e-mail by subscribing to a recently launched free e-mail news service accessible through the News Centre site.

The United Nations multilingual web site, now available in all six official languages, provides speedy worldwide access to UN news and information. *The Daily Highlights*, press releases, selected reports of the Secretary-General, Security Council resolutions, and presidential statements, important parliamentary documents related to major United Nations issues, DPI backgrounders and fact sheets, and DPI Development Update as well as a new Public Inquiries web site which provides answers to the public's Frequently Asked Questions and a list of street and e-mail addresses, telephone and fax numbers of UN Permanent Missions are also available on this site.

Other features of the UN web site include highlights of the noon press briefings by the Spokesman for the Secretary-General, multimedia web pages with audio recordings of statements to the press made by senior UN officials and high-level government officials of Member States, as well as audio files of the daily radio news programmes in the six official languages. The *UN Journal* contains the daily programme of meetings at Headquarters. Webcasts of the opening meetings of principal organs, international conferences, including the

proceedings of the Millennium Assembly, and selected UN documents from these bodies permit visitors to the site to keep track of proceedings and get a sense of participation. The Audio-Visual page provides audio news files, photos, a catalogue of video programmes, and an archive of sound and images. The documents alert service, research guide, UN-I-QUE (info Quest) database and the new UN system Pathfinder, together with databases featuring international treaties, statistical indicators, landmine information, information concerning refugees, document symbols and sales numbers are also available for consultation. Educational materials from the Global Teaching and Learning Project — Cyber School Bus can be used by students and teachers alike.

The UN web site, which averages about 20 million accesses every week, also offers delegates access to research tools and links to other home pages in the UN family. This web site is updated daily and is easy to navigate. Through its many hyperlinks, the UN web site connects users to UN information centres and other UN system web sites around the world and provides directories and descriptions of UN depository libraries, non-governmental organizations associated with the UN, with civil society and the business world. Those interested in obtaining UN publications can do so by consulting the online catalogue and order information. You may also find information on services to visitors and guided tours at Headquarters and remote users of the UN web site can take a virtual tour of Headquarters and the UN Office at Geneva.

Additional information can be obtained from the Information Technology Section (ext. 3.1007).

Accreditation and liaison to correspondents and photographers

The Media Accreditation and Liaison Unit provides the following services to correspondents:

- Accreditation, liaison and services to correspondents, film and television crews and photographers (room S-0250, ext. 3.6934; fax 3.4642);
- Seats (space permitting) in the press gallery to observe General Assembly and other meetings. Members of the visual media will be granted booth positions for covering meetings and other events;
- Arrangements for pool coverage during visits of Heads of State or Government. This office is also responsible for giving clearance to film/TV crews and photographers on any other location. These requests should be made in advance in writing (room S-0250, ext. 3.6934, 3.6936, 3.6937, 3.3866, 3.2393 and 3.7164; fax 3.4642).

Services to professional photographers

Accreditation, information materials, access to meetings as available, and briefings on United Nations activities in the field are provided to professional photographers.

Publications

Thematic and institutional publications

The Department of Public Information issues an array of materials covering the work of the United Nations in all its aspects. Special focus is given to subjects of priority interest, including peacekeeping, human rights and economic and social development, as well as to developments concerning Africa and the question of Palestine. Special attention is being given to major United Nations conferences, as well as to special observances such as international Decades, Years and Days. Printed

materials include press kits, books, periodicals, brochures, posters, feature articles and educational materials. Most of these materials are also available on the United Nations web site on the Internet (http://www.un.org).

In addition, available at all times in the six official languages are the *Charter of the United Nations* (including the Statute of the International Court of Justice), the *Universal Declaration of Human Rights* and the *International Bill of Human Rights* (including the Universal Declaration and the International Covenants on civil and political rights and on economic, social and cultural rights). These are also on the web site.

The following list details some of the Department's various products. For further information, call the Public Affairs Division (ext. 3.5302), the Library and Information Resources Division (ext. 3.3064) or the Sales and Marketing Section (ext. 3.8302).

United Nations thematic materials

The Department undertakes multimedia information campaigns on priority thematic issues, including campaigns to publicize the special sessions of the General Assembly and international conferences held by the United Nations. These campaigns are coordinated by the Public Affairs Division, which also produces printed materials including press kits, booklets, brochures, posters and background information relating to poverty, indigenous people, advancement of women, sustainable development, racism and racial discrimination, criminal justice, peace and security, human rights and other priority issues. Information materials prepared by the Department of Public Information are available in print form and on the United Nations web site on the World Wide Web.

- For print materials on economic and social development and human rights issues contact: room S-1040, ext. 3.8104, fax 963-1186, e-mail: vasic@un.org. These materials are also available on the UN web site at http://www.un.org/esa
- For print materials on peace and security issues contact: room S-1005, ext. 3.0707, fax 963-9737, e-mail: giarratano@un.org. These materials are also available on the UN web site at http://un.org/peace
- The UN Works. The Department produces promotional materials explaining how the work of the Organization benefits ordinary people. These stories can be found at www.un.org/works.

Publications

- *Development Update*
  A bimonthly newsletter in English which provides essential information on current development issues, including United Nations events relating to economic and social development.
  - Contact: room S-1040, ext. 3.5851, fax 963-1186
  - Also available on the UN web site at: http://www.un.org/News/devupdate/latest.htm

- *Africa Recovery*
  A periodical which covers United Nations, international and national developments related to African economic and social affairs, with a strong focus on resource flows, trade, aid and external debt. Briefing papers on specific issues are also produced.
  - Languages: E, F
  - Contact: room DC1-550, ext. 3.6857, fax 963-4556, e-mail: africa_recovery@un.org
  - Also available on the UN web site at: http://www.africarecovery.org

- *UN Development Business*
  Available on the World Wide Web, and twice monthly in newspaper format, *UN Development Business* is the single most comprehensive source of opportunities for major transnational corporations, consultants, contractors and exporters seeking business from the multibillion dollar market created by the world's leading development banks. Information on proposed projects, financed by the United Nations system, government agencies, international and regional banks and other lenders, as well as invitations to bid and contract awards, is provided. Summaries from the World Bank, Inter-American Development Bank and the African Development Bank are also included.
  - Contact: room DC1-0564, ext. 3.1516, fax 963-1381, e-mail: dbsubscribe@un.org
  - Also available on the Internet at: www.devbusiness.com

- *Peace and Security Updates*
  Facts and figures, background notes and other concise publications on United Nations work in the field of peacekeeping, peace-building, peacemaking and disarmament are available in print and electronic form.
  - Contact: room S-1005, ext. 3.0707, fax 963-9737, e-mail: giarratano@un.org. Also available on the UN web site at http://un.org/peace.

- *The UN and the Question of Palestine*
  A booklet covering the role of the United Nations from 1947 until the present.
  - Contact: room S-0994, ext. 3.4353, fax 963-4556

Institutional publications

- *UN Chronicle*
  The flagship publication of the United Nations, with fact, debate and opinion including coverage of activities of the Security Council, General Assembly and other United Nations bodies. Special features on the range of United Nations activities and concerns.
  - Languages: E, F (four times a year)
  - Contact: room DC1-0530, ext. 3.8262, fax 963-8013, e-mail: un_chronicle@un.org
  - Also available on the UN web site at: http://www.un.org/Pubs/chronicle

- *Yearbook of the United Nations*
  The most comprehensive reference work on the activities of the United Nations and the organizations of the United Nations system. Published annually in English.
  - Contact: room DC1-0534, ext. 3.8267, fax 963-8013, e-mail: gordonk@un.org

- *Basic Facts About the United Nations*
  A concise record of the Organization's history, structure and work, published biennially. A completely revised and updated edition was published in 2001.
  - Languages: E, F, S
  - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org

- *Image and Reality*
  Booklet produced in question-and-answer format covering some of the most frequently asked questions about the role and accomplishments of the Organization.
  - Languages: E, F, S

- Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org
- Also available on the UN web site at: http://www.un.org/geninfo/ir

- *UN in Brief*
  Pamphlet providing a general overview of the structure and work of the United Nations.
  - Languages: A, C, E, F, R, S
  - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org
  - Also available on the UN web site at: http://www.un.org/Overview/brief.html

- *Report of the Secretary-General on the Work of the Organization*
  A book version issued immediately following the annual report's release as an official document.
  - Languages: A, C, E, F, R, S
  - Contact: room S-0900, ext. 3.6832, fax 963-1334, e-mail: laishley@un.org
  - Also available on the UN web site at http://www.un.org/documents/sg/report01

- *DPI/NGO Link and web site*
  A weekly bulletin providing schedules of the DPI/NGO weekly briefings.
  - Contact: room L1B-31, ext. 3.7234, 3.7078, 3.7233
  - Also available on the DPI/NGO page on the UN web site is an up-to-date directory of NGOs associated with DPI, information on NGO-related events and documents and information on NGO association with DPI, at http://www.un.org/dpi/ngosection.

- *Directory of NGOs Associated with DPI*
  A biennial publication. Directory presents contact information of the NGOs associated with DPI, lists associated NGOs by thematic area of work and by geographic area, and gives contact information on NGO representatives at the UN.
  - Contact: room L1B-31, ext. 3.7234, 3.7078, 3.7233
  - Also available on the UN web site at http://www.un.org/dpi/ngosection

- *Information guide for the public about the UN*
  An information guide, arranged alphabetically, to help readers find answers to the most commonly asked questions about the UN (e.g. employment opportunities, ordering publications, copyrights, use of UN emblems, etc.).
  - Contact: room GA-057, ext. 3.4475, fax 963-0071
  - Also available on the UN web site at: http://www.un.org/MoreInfo/guide

- *Everything you always wanted to know about the UN*
  A simple introduction to the UN, written in question-and-answer format for students.
  - Languages: E, F
  - Contact: room GA-057, ext. 3.4475, fax 963-0071

- *This is the United Nations*
  A colourful booklet about the UN, written as a guide for visitors to the United Nations.
  - Languages: E, F, S
  - Contact: room GA-057, ext. 3.4475, fax 963-0071

- *Universal Declaration of Human Rights*
  Original text with a read-easy version. Includes classroom exercises.
  - Contact: room GA-057, ext. 3.4475, fax 963-0071

- Also available on the UN web site at: http://www.un.org/overview/rights.html

Maps and Cartographic Products

The Cartographic Section produces small-scale maps with basic geographic information for the use of the Member States and the UN departments and agencies. They are available in PDF format on its web site at http://www.un.org/Depts/Cartographic/english/htmain.htm and can be downloaded. The paper copies of these maps are also available in the Map Library in room L-282.

Sale of Publications

Many Department of Public Information publications are available as sales items. For more information, or for a complete catalogue of sales publications, contact: United Nations Publications, Two United Nations Plaza, Room DC2-0853, New York, NY 10017, tel. 963-8302, fax 963-3489, e-mail: publications@un.org. Many of these publications are available at the UN Bookstore (room GA-032A, tel. 963-7680). For more information, please see page 86 or visit the UN Publications homepage at: http://www.un.org/Publications.

Cyber School Bus

The web site for young people and teachers features games, kid-friendly versions of treaties, teaching kits and a host of interesting material. For more information, please visit http://www.un.org/cyberschoolbus.

Radio and television services and facilities

Radio and television services to delegations, correspondents and broadcasting organizations

The News and Media Division can provide limited facilities for accredited correspondents to transmit news dispatches and programmes on the work of the United Nations. When facilities are available, the Division arranges for the use of studios and of engineers' services by radio and television journalists.

The Radio and Television Service can assist delegates who wish to record reports or interviews about their work at the United Nations. For radio studio availability, contact the TV News and Production Facilities Unit (room CB-058, ext. 3.7458).

Audio recordings of statements made at current meetings of the Organization's main organs are available in the Audio Library (room GA-027, ext. 3.9272, 3.9270).

Audio archival material is handled by the Broadcast and Conference Engineering Unit, Office of Conference and Support Services (room GA-013C, ext. 3.7658) and is subject to duplication fees.

United Nations Television covers meetings of the General Assembly, the Security Council, press conferences and other events. This coverage is available for sale to delegations and broadcasters. Prices vary depending on whether the material is ordered before or after the event. Arrangements can be made for satellite transmissions. When available, facilities may also be arranged for interviews and statements. Requests for bookings should be made in advance with the TV News and Production Facilities Unit (room CB-056, ext. 3.7650 for television; room CB-058, ext. 3.7458 for radio). Information and arrangements for live feeds and commercial satellite transmissions should also be made in advance with the same Unit (room CB-058, ext. 3.7458).

Current UNTV coverage and archival film and video materials are available at the Visual Materials Library (room S-B2-66, ext. 3.0656 and 3.1561, fax: 963-4501).

United Nations radio programmes

United Nations Radio is now carrying out a live broadcast project under which news bulletins in the six official languages of the Organization are targeting audiences in Africa, Asia, Latin America, Europe and the Caribbean. The daily current affairs bulletins consist of news, interviews, background reports, features, updates from peacekeeping missions and coverage of activities of the entire UN system around the world. They are produced five days a week, regardless of holidays. The programmes are being carried on shortwave, distributed by satellite and broadcast by national and regional radio networks in most parts of the world. They are also posted on the United Nations web site (www.un.org/av/radio) from where they can be heard, or be used by radio stations for broadcast. UN Radio also continues to distribute daily news via telephone feeds in the six official languages, as well as in Portuguese and Kiswhaili and sends taped programmes in 14 official and non-official languages to those stations that do not have the technical capacity to receive the live broadcast.

A daily electronic radio news package is also produced for use by broadcasting organizations, correspondents and delegates. This package of reports is available in English, French and Spanish and can be accessed through the regular telephone line. The service also provides recordings in English of the daily noon briefing of the Spokesman of the Secretary-General, statements and press conferences by the United Nations Secretary-General and other special items. The number

for the automated radio information service is: 963-3777.

The radio web pages have been redesigned and a Portuguese page has been added. They carry the audio files and the scripts of the programmes, as well as photographs and relevant information and links.

United Nations films and videos

The Video Section produces documentary videos and television programmes on the work and activities of the United Nations and its specialized agencies. These programmes, which are available in the official languages, are informative as well as educational and vary in length and style, from in-depth features to animation. Governments and non-governmental organizations are encouraged to use these videos as visual aids. The Division maintains over 120 film/video libraries at United Nations offices around the world. These videos are available in worldwide standards and formats. For further information, contact the Audio-Visual Promotion and Distribution Office (room S-0805A, ext. 3.6939 or 3.6982, fax: 963-6869, e-mail: audio-visual@un.org).

Archival footage

The Visual Materials Library is the depository of 35 mm and 16 mm archival footage from 1945, and video footage since 1985. Out-takes from numerous United Nations film and video productions are available for the preparation of documentaries and non-commercial productions worldwide. Royalties, transfer and screening fees are collected as applicable; shipping and messenger costs are also borne by the requestor. For information, apply to the Visual Materials Library (room S-0805, ext. 3.6819 and 3.0656, fax: 963-1658 and 963-6869, e-mail: audio-visual@un.org).

Photo services and facilities

Official photographs

The photo library contains official photographs of United Nations meetings, United Nations delegates and officials, development programmes, peacekeeping operations and photographs highlighting themes of concern to the world community. Black and white prints (8" x 10") are available for reproduction by information media if used in a United Nations context and not for advertising; there is a $7 charge for the first print and $1 for each additional print from the same negative ordered at the same time. Colour prints (8" x 10") are $15 for the first print and $3 for each additional print from the same negative ordered at the same time. Digital images are also available.

For information on how to obtain photographs, contact the photo library (room S-0805L, ext. 3.6927, 3.0034, 3.2375, fax: 963-1658).

Services provided by United Nations information centres, services and offices

Many of the services provided by offices at Headquarters are also available in the individual Member States. The United Nations has 77 information centres (UNICs), services and information components in UN offices around the world, each serving one or more countries. The UNICs provide timely information on UN activities worldwide as well as documents, publications, audio and visual products, graphics, reference works and other information material to the media, government offices, non-governmental organizations, educational institutions and the general public. In order to promote knowledge and understanding of the United Nations system, the UNICs also produce newsletters and press

releases, collaborate with radio and television broadcasters, arrange meetings, briefings, workshops, Model UNs, exhibits and special events, often in connection with observance days. Many UNICs provide electronic access to information resources at Headquarters and maintain web sites on the Internet in various local languages. More information on the UNICs is available on their web site www.un.org/aroundworld/unics or from the Information Centres Service (room S-1060F, ext. 3.0082).

Services to non-governmental organizations

ECOSOC

The Non-Governmental Organizations Section of the Department of Economic and Social Affairs (room DC1-1480, ext. 3.3192) acts as the focal point for non-governmental organizations (NGOs) in consultative status with the Economic and Social Council.

DPI

The Non-Governmental Organizations Section of the Department of Public Information (room S-1070L, ext. 3.6842, NGO Resource Centre, L1B-31, ext. 3.7234), serves the associated non-governmental community by providing information about the work of the United Nations by various means, including briefings by UN officials. It organizes an annual conference in September for non-governmental organizations on a major United Nations theme. A weekly briefing and audio-visual programme for accredited NGO representatives is organized each Thursday morning from the end of September to the second week of June. An annual orientation course for newly associated NGOs, as well as communications workshops, round tables and seminars,

are sponsored in cooperation with NGO committees, permanent missions and other UN offices. The NGO Resource Centre (room L1B-31, ext. 3.7234, 3.7078, 3.7233) provides NGOs with United Nations documents and press releases, and major reports of United Nations agencies, programmes and funds. Computers with access to the Internet and the Official Document System are available to NGO representatives. A video lending library and accreditation services for NGOs associated with the Department of Public Information are provided.

Special programmes

Special events (room S-0955F, ext. 3.6923, fax 963-0536), exhibits (room S-0994D, ext. 3.8531, fax 963-0536) and promotional activities in observance of international Days and Years and to highlight priority issues of the United Nations are organized by the Public Affairs Division. The Calendar of Events and Exhibits at UN Headquarters is available online at www.un.org/events/calendar.htm. The Division also maintains liaison with NGOs, professional organizations and the information offices of the United Nations programmes, funds and specialized agencies, to organize co-sponsored activities and other promotional programmes. It is also responsible for the annual training programmes for broadcasters and journalists from developing countries (room S-0955F, ext. 3.6923) and for Palestinian journalists (room S-0994, ext. 3.4353, fax 963-2218).

Services to visitors

Guided tours

Multilingual guided tours featuring the General Assembly Hall, Council Chambers and works of art from Member States are conducted seven days a week from 9.30 a.m. to 4.45 p.m., except during January and

February when tours are offered Monday through Friday only. Tours in English normally leave about every half hour and last for approximately 45 minutes to 1 hour. For tours in languages other than English call 212-963-7539 on the day you plan to visit. Advance reservations are required for groups of 12 or more persons and should be made by calling 212-963-4440. (Note: Guided tours are normally suspended or operate on a limited schedule during the general debate of the General Assembly as well as during special sessions and other visits of high-level dignitaries.) For further information, including ticket prices and schedule changes, as well as the current exhibits schedule, call 212-963-TOUR(8687). Visit www.un.org/tours for further details on the guided tour operation.

Group briefings

The Group Programmes and Community Liaison Unit (room GA-061, ext. 3.7710, e-mail: unitg@un.org) of the Public Services Section arranges briefings on United Nations topics for groups visiting United Nations Headquarters. The Unit also arranges for speakers from the United Nations to address groups elsewhere in North America. In addition, it arranges videoconferences between groups and United Nations officials.

Sometimes groups visiting Headquarters may wish to have a delegation briefing on a country's role in the United Nations. In such cases, the Group Programmes and Community Liaison Unit may assist in obtaining a conference room for this purpose. It should be noted, however, that arrangements are subject to availability of a conference room.

Public inquiries

The Public Inquiries Unit (room GA-057, ext. 3.4475; e-mail: inquiries@un.org) handles inquiries

received by mail, by e-mail, by telephone, by telefax and in person from the general public, as well as from delegations, government offices, businesses, educators, non-governmental organizations, media and others. The staff answers questions by telephone, mail, e-mail or in person and provides information and educational materials on the work of the United Nations and on the programmes and agencies of the entire United Nations system. Fact sheets and answers to frequently asked questions (FAQs) can also be accessed online at www.un.org/geninfo/faq.

Exhibits

Exhibits highlighting the work of the United Nations are mounted in the General Assembly Public Lobby. All exhibits deal with an international theme and must follow the United Nations Exhibits Committee Guidelines. For more information contact Exhibits, Public Affairs Division, Jan Arnesen, tel. 963-8531, fax 963-2218, or arnesen@un.org.

Library services

The Dag Hammarskjöld Library, which is dedicated to the memory of the late Secretary-General Dag Hammarskjöld, occupies the three-storey building (with another three levels below ground) on the south side of the Headquarters site. The Library is open Monday to Friday and observes the same working hours as those of the Secretariat, while its catalogue (and other web-based services, see below) are available on a 24-hour basis.

The Library provides the permanent missions of Member States, the delegations and the Secretariat of the United Nations with information resources and services needed for the performance of their work.

The Library maintains the following collections:

Comprehensive collection of United Nations documents and publications in all official languages

Comprehensive collection of League of Nations documents and publications in English and French

Selective collection of specialized agencies documents and publications

Selective collection of government documents and publications of Member States

Extensive collection of publications about the United Nations (including doctoral dissertations)

Publications on issues of current and continuing interest to the United Nations (including books, newspapers, serials and maps).

Information products of the Dag Hammarskjöld Library

United Nations Documents Index: a comprehensive guide to all categories of documents and publications issued currently by UN offices worldwide. Includes checklist and author, title and subject indexes. Issued quarterly.

Indexes to proceedings: a series of separate indexes providing comprehensive bibliographic access to all of the documents (reports, letters, meeting records, resolutions, etc.) issued by or submitted to the General Assembly, Security Council, Economic and Social Council and formerly, Trusteeship Council. Issued annually/sessionally.

United Nations Bibliographic Information System (UNBIS): this database provides comprehensive bibliographic access to the documentary output of the

United Nations and to the Library's non-UN holdings, as well as access to voting records and to citations to speeches. Access is available via the Web (as UNBISnet, http://unbisnet.un.org) and in CD-ROM format (issued quarterly as *UNBIS plus on CD-ROM*).

The United Nations Dag Hammarskjöld Library Home Page (www.un.org/Depts/dhl) includes information concerning the Library's hours, services and collections and provides the following reference tools:

(*a*) *United Nations Info Quest (UN-I-QUE)*: a database providing easy access to document symbols/sales numbers for tens of thousands of major UN documents and publications issued since 1946, including Secretary-General's reports, committee and commission reports, declarations adopted by the General Assembly, Rapporteurs' reports, strategies, plans of action, etc. Updated daily.

(*b*) *United Nations Documentation: Research Guide*: a frequently updated tool providing an overview of UN documentation as well as tips for conducting research and locating texts.

(*c*) *Documents Alert*: a current-awareness service highlighting important documents as they are issued. Documents are selected from new material received by the Library or available on the Official Document System. Citations include title, UN document symbol, date of release, pagination and a brief annotation.

(*d*) *United Nations System Pathfinder*: a guide to major publications of organizations of the United Nations system, including global studies and reports, handbooks and guides, bibliographies and indexes,

international statistical publications, compilations of treaties, resolutions and documents as well as annual reports of UN bodies and specialized agencies.

(*e*) *Small and Field Libraries*: resources for organizing and managing small libraries and documents collections.

(*f*) *UNBIS Thesaurus*: the terminology used for indexing and retrieval of documents and other material relevant to United Nations activities, in all six official languages.

(*g*) *Conferences and observances*: accessible directly on the main DHL page, these topical web pages provide a listing of print resources as well as links to relevant web resources.

Electronic resources available in the Dag Hammarskjöld Library

Official Document System (ODS) workstations: workstations for accessing the Official Document System (ODS) are available in the Woodrow Wilson Reading Room (room L-201) and the General Reference Reading Room (L-105).

Internet workstations: numerous workstations for accessing the Internet are available in the General Reference Reading Room of the Library (room L-105). Access is provided on a first-come, first-serve basis, with priority given to delegates. Printers are available but downloading to diskette is strongly encouraged. Assistance to patrons is available.

NewsEdge workstations: two workstations for public and independent access to *NewsEdge* are provided in the General Reference Reading Room of the Library (room

L-105). *NewsEdge* is a live-time newsfeed which carries stories, as they are reported, by the major international news agencies (e.g., Reuters, Agence France Presse, etc.). As above, printers are available but downloading to diskette is strongly encouraged.

ProQuest workstations: access to an extensive collection of full-text CD-ROMs containing articles from general, business and social science periodicals is available in the Periodicals Reading Room (L-B1-10).

OnLine Services/CD-ROMs: the Library subscribes to a wide range of online services (e.g., *FACTIVA*, *DIALOG*) and an extensive collection of full-text and bibliographic CD-ROMs. A select few require the mediation of a librarian but most are available for independent use.

CD-ROM Help Desks: at all service points, fully staffed Help Desks and guide sheets are available for delegates requiring assistance in the use of the Library's electronic resources.

Electronic news dissemination services of the Library

For all delegates having e-mail capability, the Dag Hammarskjöld Library offers customized, electronic delivery of time/mission-critical information. In addition to full-text news alerts from local sources around the world (*World News Connection*), the Library can also provide desk-top delivery of news and in-depth analysis from other daily and weekly sources (e.g., *Oxford Analytica*, *Middle East Mirror*, *SouthScan*, etc.). For more information about this service and/or a complete list of electronic publications available, please contact dhlpubh@un.org or call ext. 3.7392.

The Library provides another current awareness service entitled "UN in the News". This daily service

transmits a limited and highly selective number of stories carried by the media concerning the Organization. The focus of this service is on UN reform, new appointments, budgetary matters, etc. and is available to any interested delegate with e-mail capability. Please contact dhlgenref@un.org or call ext. 3.7392.

Remote access

In addition to information provided on-site or by e-mail, the Library provides the permanent missions with remote access via the Internet to the following services: *FACTIVA*; *ProQuest Direct* (full-text of 10 major newspapers and over 3,000 journals in a variety of disciplines); *Economist Intelligence Unit* and *EIU ViewsWire* (country reports and forecasts, business newsletters, etc.); *Science Direct* (full text of over 600 journals in scientific and other fields). Certain vendors (e.g., Lexis-Nexis) offer the permanent missions heavily discounted rates for independent subscriptions, if a sufficient number are interested. In these cases, the Dag Hammarskjöld Library will coordinate the orders and act as an agent for the permanent missions in order to secure the most favourable rate. To register for any of the above services, contact waitman@un.org or call 963-7440.

Training for delegations

The Dag Hammarskjöld Library offers basic and advanced training in the management and use of UN documentation as well as in the use of UN and external electronic resources. Customized programmes may also be arranged on demand to accommodate the specific needs of patrons. Training is on an ongoing basis and is open to all delegates and government officials. For further information and/or a complete list of the training courses offered, please contact ext. 3.5321, or dhluss@un.org.

United Nations Depository Libraries

In addition to offering library/information services at Headquarters, the Dag Hammarskjöld Library maintains a network of 408 United Nations Depository Libraries in 145 Member States and territories. These libraries provide access to collections of United Nations documents and publications in appropriate official languages, as well as reference services to government officials, the academic community, media representatives, non-governmental organizations, and other members of the general public. Inquiries regarding depository libraries may be made to the Depository Libraries Officer on ext. 3.7444 or dhldl@un.org.

Contacts

Inquiries may be made in person, by telephone, by fax or by e-mail to each of the following service points:

	Ext.	Fax	Room
Head Librarian	3.7443	3.2388	L-327A
		e-mail: dickstein@un.org	
Depository Libraries Officer	3.7444	3.1779	L-221G
		e-mail: dhldl@un.org	
League of Nations, United Nations and Specialized Agencies Collections			
Reference services	3.7412	3.1779	L-201
		e-mail: dhlunsa@un.org	
Loan services	3.7422	3.1779	L-260
		e-mail: dhlloanun@un.org	

General collection			
(government documents, serials, newspapers, etc.)			
Reference services	3.7394	3.8861	L-105
		e-mail: dhlgenref@un.org	
Loan services	3.7384	3.9256	L-B1-10
		e-mail: dhlloanex@un.org	
Interlibrary loan	3.2015	3.9256	L-B1-68
		e-mail: dhlill@un.org	
Map library			
Reference and loan services	3.7425	3.1779	L-282
		e-mail: brookes@un.org	
Legal library			
Reference and loan services	3.5372	3.1770	S-3455
		e-mail: noona@un.org	
Statistical library			
Reference and loan services	3.8727	3.0479	DC2-1143
		e-mail: dhlstat@un.org	
Electronic Information Resources	3.7440	3.2608	L-166A
		e-mail: waitman@un.org	

V. Facilities and services for delegations

Delegates' cloakrooms

A cloakroom is available to delegates. It is located in the General Assembly building to the left of the Delegates' Entrance on the first floor. The United Nations is not responsible for money, jewelry, negotiable papers and other valuables left in cloakrooms. Such valuables should be removed from articles to be deposited. Open from 9 a.m. to 7 p.m., Monday to Friday, starting 15 October until 15 May.

Self-service facilities are also available in various locations; the United Nations is not responsible for articles left in these areas and signs to this effect are posted.

Delegates' lounges

The delegates' north lounge, snack bar and south lounge bar are located on the second floor of the Conference building. The north lounge is open from 11 a.m. to 8 p.m. and the snack bar from 10 a.m. to 5 p.m., Monday to Friday.

From the first day of the fifty-seventh session of the General Assembly (i.e. 10 September 2002) until its December 2002 recess, members of delegations are asked not to invite to the Delegates' lounge persons other than those holding valid United Nations identification.

Payment for service should be made in cash. Credit cards are accepted in the north lounge bar only.

The opening of the south lounge bar is contingent upon meetings of the General Assembly and the Security Council.

Members of delegations are reminded that consumption of refreshments is not permitted in conference rooms or in the Library Auditorium foyer.

Dining-room and cafeteria facilities

Delegates' dining-room

The hours of service are from 11.30 a.m. to 2.30 p.m. The limited accommodation does not permit the reservation of tables permanently or from the first day of the fifty-seventh session of the General Assembly until its December 2002 recess. Members of delegations should make reservations by telephone each morning (ext. 3.7625 or 3.7626). Reservations cannot be held for more than 15 minutes after the appointed time.

Payment for service should be made in cash or by credit card. Personal cheques are not accepted.

Separate dining-rooms, which may be reserved for parties of 10 guests or more, are available for private luncheons. In order to ensure availability of these facilities, delegation members are requested to make reservations two weeks in advance. Arrangements required, including for menus, should be coordinated with the United Nations Catering Service (ext. 3.7098 or 3.7099).

Children under 10 years of age cannot be accommodated in the Delegates' dining-room. Patrons are not permitted to take photographs. Proper attire is required at all times.

Delegates wishing to hold evening receptions or functions at Headquarters should make the necessary arrangements through the United Nations Catering Service (ext. 3.7098).

When formal invitations are to be sent out, all arrangements should be made as far as possible in advance of the function. Invitation cards should stipulate that

guests are required to present their cards at the Visitors' Entrance and then to pass through a magnetometer. Guests will also be required to present their invitation cards at the entrance to the reception room. A list of the guests and a sample invitation should be submitted to the Chief, Security and Safety Service (room C-110B), well in advance of the reception.

Cafeteria

The Main Cafeteria is located on the first floor, South Annex, south side of the Secretariat building. Hours of service are from 8 a.m. to 8.30 p.m., Monday to Friday. Breakfast is served from 8 a.m. to 10 a.m.; lunch from 11 a.m. to 3 p.m. Light snacks and coffee service are available between 3 p.m. and 8 p.m. Dinner is served from 5 p.m. onwards, and the menu includes daily specials, pasta and dishes from the grill. From the first day of the fifty-seventh session of the General Assembly until its recess in December, the Main Cafeteria will be open on Saturdays from 9 a.m. to 3 p.m. The Cafeteria is closed on Sundays.

Staff café

The staff café is located on the fourth floor of the Conference building and can be reached from the 4th floor of the Secretariat building. Hours of service are from 12 noon to 3 p.m., Monday to Friday. It is closed on weekends and on United Nations holidays. Payment for service should be made in cash or by credit card. Personal cheques are not accepted.

Vending machine area

Food-vending machines are available on the third floor in the area of the 'ex-Press Bar' of the General

Assembly building. The area is open 24 hours a day, seven days a week.

Café Austria

The Café Austria is located in the First Basement area of the General Assembly building. The Café Austria is normally open from 9 a.m. until 6 p.m., Monday to Friday.

Delegates' guests

Unaccompanied guests or visitors wishing to meet a delegate at United Nations Headquarters will be directed to the Visitors' Entrance located at 46th Street and asked to pass through a security screening area before admission to the General Assembly or Conference buildings. To facilitate the screening of guests of members of delegations, a magnetometer, separate from that used to screen tourists, has been set up. Members of delegations will be expected to accompany their guests at all times while on the premises and escort them back to the visitors' lobby at the time of their departure. Guests will be expected to deposit a photo identification, which can be retrieved prior to leaving the visitors' lobby. Staff on duty at the desk will make arrangements for contacting the delegate.

Delegates typists' rooms

Typists' rooms are available at the following locations on the second floor in the Conference building: rooms C-211A and C-211B.

In the event that a United Nations typewriter requires repair, delegates are requested to advise the responsible official (ext. 3.3157).

Photocopier for delegates' use

A photocopier is available for the use of delegates in the General Assembly Hall, by the west wall near the documents distribution counter.

Sound reinforcement systems

Written requests for sound reinforcement systems (microphones, amplifiers, loudspeakers, etc.) should be directed to the Broadcast and Conference Support Section (room L-B1-30, ext. 3.9485 or 3.7453).

Sound recordings

The Broadcast and Conference Support Section maintains a verbatim collection of the proceedings of all plenary meetings, major commissions and committees.

Copies of sound recordings are available except for closed meetings which have to be justified by the Chairman or Secretary of the meeting. Orders are accepted by the Sound Archives Subunit (room GA-013C, ext. 3.7658 or 3.9485).

Video projections

Multi-standard VCRs, television sets and video projectors, as well as slide projectors and overhead projectors, can be provided on a first-come, first-served basis. Owing to the limited amount of equipment available, 12 hours' advance notice is required. Written requests for this audio-visual support equipment should be directed to the Broadcast and Conference Support Section (room L-B1-30, ext. 3.9485 or 3.7453).

Videoconferencing

International videoconferencing is possible from several locations at United Nations Headquarters. Written requests for this service should be directed to the Broadcast and Conference Support Section (contact: Mr. Andrew Nye, room L-B1-30, ext. 3.7453).

Mail and messenger services

Delegations are requested to deposit with the Incoming Mail Unit (room B3-02) any official correspondence intended for distribution to the Secretariat.

Messenger service within the Headquarters buildings is available through the delegates' aide in the delegates' north lounge. During meetings, messenger service may be obtained through the conference officer.

Computer-related services

The Information Technology Services Division (ITSD) provides the following computer-related services to delegations:

1. Internet service — ITSD provides Internet dial-up accounts for Permanent Missions.
2. Internet e-mail — Each Permanent Mission may obtain an unlimited number of Internet e-mail accounts. The e-mail system may be accessed in two ways: via dial-up connection (using POP3 protocol) or via the Internet (also called Webmail).
3. Web site service — ITSD provides a server that can host web sites for Permanent Missions. Please go to the address http://missions.un.int for the Permanent Missions home page.
4. Mail distribution system (LISTSERV) — ITSD provides an Internet e-mail distribution system.

5. Access to the UN Official Document System (ODS) — Each Member State can obtain up to ten (10) logins to the ODS. The ODS can be accessed in two ways: via a dial-up connection using ISDN or leased line, or via the Internet.
6. Donation of equipment — ITSD continues to donate returns from the UN desktop computer replacement programme to interested Missions.
7. Help Desk support — ITSD provides one telephone number, (212) 963-6439, for technical support from 9.30 a.m. to 5.30 p.m. on normal UN workdays. The Missions Support Help Desk addresses the following problems and requests:
   (*a*) problems related to connecting to ITSD services;
   (*b*) problems related to using ITSD services;
   (*c*) requests for computer donations;
   (*d*) requests for connection to ITSD services;
   (*e*) requests for access to ITSD services (IDs and passwords).
8. Computers in the Secretariat Building with Internet access — ITSD has provided 24 computers and arranged to have them installed in the Delegates Lounge and in the First Basement of the Secretariat Building. These computers have direct access to the Internet and are provided for the use of delegations. ITSD ensures full availability by conducting routine inspections of all 24 computers twice a day, and performing all necessary repairs and maintenance.
9. Anti-virus software — ITSD provides one copy of the UN standard anti-virus software to each Permanent Mission. For ease of use, ITSD configures the software to update itself automatically with the latest anti-virus files each time the user connects to the Internet.

For more information on any of the services listed above, please contact the Missions Support Help Desk at (212) 963-6439 or send electronic mail to missions-support@un.int.

Telecommunication services

Telephone

The main listed number of the United Nations is 963-1234. Extensions within the UN are preceded by the 963 or 367 prefixes. Direct calls from outside the United Nations to staff and services can be made by either dialling the exchange 963 (preceded by the area code 1-212 if required) or the exchange 367 (preceded by the area code 1-917) followed by the correct four-digit extension as listed in the United Nations telephone directory. Direct internal calls can be made by dialling the access code "3" or "7" plus the last four digits as shown in the directory.

It should be noted that staff members of the United Nations Development Programme (UNDP), the United Nations Population Fund (UNFPA) and the United Nations Children's Fund (UNICEF) are on different exchanges. Direct calls from outside to UNDP staff may be made by dialling the area code, if necessary, exchange 906 + the four-digit extension. The exchange number for UNFPA is 297 and that for UNICEF is 326.

Arrangements have been made for personnel in the UN Secretariat Building to dial directly to UNDP, UNICEF and UNFPA. Direct internal calls may be made to UNDP by dialling the access code "4", waiting for the dial tone and then dialling the four-digit extension; and to UNICEF by using the same system when dialling the access code "5". Direct internal calls to UNFPA may be made by dialling 63, waiting for the dial tone and then dialling the four-digit extension. If the extension is not

known, the operator on "0" will provide the number. In the case of an outside call, the operator will switch the call to the person required.

The number of the Information Desk in the Delegates' Lounge is 963-8902 or 963-8741. Incoming calls to the Delegates' Lounge are answered by the Information Desk and delegates will be paged on the loudspeaker system. Long-distance calls may be placed from booths located in the Delegates' Lounge or in the conference areas by dialling "0" to reach the operator. Local calls may also be made from these booths or from the house telephones available in the Delegates' Lounge by dialling "9" and the telephone number.

Telex and telefax

The following communications carrier, which provides telex, cablegram and telefax services for worldwide communications, has an office situated on the third floor of the Secretariat building:

- MCI International, Inc.
  (room S-0344, ext. 3.7142)

United Nations Postal Administration

Philatelic sales

United Nations stamps may be purchased for both postage and philatelic purposes at the United Nations Postal Administration sales counter on the concourse level of the General Assembly building (ext. 3.7699). The sales counter is open from 9 a.m. to 5 p.m. seven days a week, except when the Headquarters building is closed to the public. Facilities for posting mail are available at this counter. The United Nations Postal Administration operates a philatelic office in room DC2-0625 (ext. 3.7684), which services mail orders for stamps and other

philatelic items. United Nations stamps are issued in three currencies, namely, United States dollars, Swiss francs and Euros and are valid for mailing only from United Nations Headquarters, New York, the Palais des Nations, Geneva, and the Vienna International Centre, respectively.

Post Office

A sub-branch of the United States Post Office is located on the concourse level in room S-B1-26 (ext. 3.7353) and is open from 9 a.m. to 5.30 p.m., Monday to Friday. The services provided are the usual postal services for private or official delegation mailings, including parcel post, air mail, registered and insured mail, international and domestic money orders, information about postage rates and regulations concerning entry or dispatch of parcels to and from various countries. All mail must bear United Nations stamps in United States denominations. Mail with United Nations stamps affixed may be deposited at the delegates' aides' desk in the north lounge or dropped into the letter chutes in the Secretariat building for collection by messenger and onward dispatch by the Post Office.

Parking

The Garage Administration will schedule delegations to apply for and pick up parking decals. Applications for decals should be submitted to the Protocol and Liaison Service (room S-0201, ext. 3.7172) with the required attachment of valid vehicle registration and current United Nations identification. In addition, all applications must have an authorized Mission signature accompanied by the Mission seal. After certification by the Protocol and Liaison Service, the application should be hand carried to the Garage Administration (room CB-021, ext. 3.6212/3) for processing. Only one decal will be

issued per delegate for use on a vehicle with "D" plates. Decals will be issued only to members of delegations duly accredited to the United Nations.

Applications for decals from observer State missions, intergovernmental and other organizations listed in chapters III, IV and V of the "Blue Book" must be submitted to the Protocol and Liaison Service and thereafter to the Garage Administration for appropriate action. The issuance of parking decals to observer State missions, intergovernmental and other organizations will be limited to persons enjoying diplomatic status.

Vehicles with "S" plates registered in the name of mission staff will *not* be authorized to park in the United Nations compound.

Permanent missions may apply for a temporary identification decal (orange) for the fifty-seventh session of the General Assembly to admit vehicles rented from established and bona fide companies for use by accredited delegates, visiting dignitaries and diplomats officially attending meetings during the session. Application forms may be obtained from the Garage Administration (room CB-021) and thereafter submitted to the Protocol and Liaison Service (room S-0201). The application and a copy of the rental agreement should be submitted to the Special Services Unit (room S-0101) for clearance prior to submission to the Garage Administration for issuance.

Parking decals must be displayed prominently and be clearly visible to security officers and Garage Administration staff at entry points and while the vehicles are on the premises. Vehicles not having or displaying a valid decal are liable to be towed off the premises.

Prior to the issuance of decals for the new General Assembly session, all previously issued decals to delegations must be returned to the Garage Administration (room CB-021). Also, decals belonging to delegates who are departing from Headquarters must be returned to the Garage Administration office prior to

their departure. Any changes in vehicle usage must be reflected on the respective decals and as such should be brought to the Garage Administration for processing.

In pursuance of section II of General Assembly resolution 39/236, parking privileges of any delegate whose parking fees are in arrears by more than three months will be suspended as of September 2002. Privileges will be restored once the arrears have been paid in full. Prior to a delegate's departure, he/she should contact the Garage Administration office (ext. 3.6213) in order to settle any outstanding dues.

Delegation cars bearing United Nations diplomatic plates and identification decals valid for the current session of the General Assembly may be parked on the first level and in a designated area at the southern end of the second level of the garage without charge while representatives are on official business. They may be parked in the garage overnight at the rate of $2.50 per night. Invoices for this service are sent to delegates and to delegations shortly after the end of every month. These invoices are due upon receipt and should be settled by cheque paid to the order of "United Nations" and sent to the United Nations Garage Administration (room CB-021, ext. 3.6212 and 3.6213).

Entrance to the grounds

Vehicular access through the Secretariat entrance located on First Avenue will be restricted solely to the vehicle, identified by a special sticker, of the Permanent Representative. All occupants riding in the car will be required to display valid United Nations identification cards. In order to reinforce safety measures, temporary stationing of the vehicle of the Permanent Representative in the Secretariat circle will be limited to clearly marked parking areas. All other vehicles bearing a decal will be required to enter through the 48th Street entrance.

Delegation vehicles entering the premises are subject to a security check.

Rented vehicles which have been issued special decals, which permit drop-off/pick-up only, may enter through the Secretariat entrance located on First Avenue. Such vehicles will not be permitted to park on United Nations premises.

Access to the garage

Chauffeur-driven cars identified by special stickers issued to Permanent Representatives may use the ramp at the 43rd Street entrance for access to the garage.

Chauffeurs should remain in the ready room, located in the first garage level, while on call by delegates. The security officer at the Delegates' Entrance of the General Assembly building pages chauffeurs whenever they are required.

Liability for loss and damages

In arranging for parking facilities to be available, the United Nations seeks to accommodate delegations. Garage users are warned that incidents of theft and vandalism have occurred inside the garage, as it is not possible to have all vehicles under surveillance all the time. The United Nations does not warrant or promise the safety of vehicles or property left in the garage, and users acknowledge and accept that the United Nations cannot guarantee the safety of any vehicles, or property inside them, left in the garage.

Local transportation

The United Nations does not provide cars for delegations. It is suggested that delegations requiring local transportation make their own arrangements with local firms.

Travel entitlements of representatives of Member States that are least developed to sessions of the General Assembly

In accordance with General Assembly resolution 1798 (XVII), as amended by resolutions 2128 (XX), 2245 (XXI), 2489 (XXIII), 2491 (XXIX), 41/176, 41/213, 42/214, section VI of 42/225, section IX of 43/217 and section XIII of 45/248, the United Nations shall pay the travel, but not subsistence expenses, in the following cases:

(*a*) For not more than five representatives, including alternate representatives, of each Member State designated as a least developed country attending a regular session of the General Assembly;

(*b*) For one representative or alternate representative of the Member States referred to in subparagraph (a) above attending a special or special emergency session of the General Assembly;

(*c*) For the travel of a member of a permanent mission in New York who is designated as a representative or alternate representative to a session of the General Assembly, provided that such travel is within the limits noted in subparagraphs (a) and (b) above, that it is certified by a permanent representative to be in connection with the work of the particular session and that it take place either during or within three months before or after such a session. The entitlement in respect of a session shall not be increased by reason of the recessing and resuming of that session.

Payment by the United Nations of travel expenses will be limited to the cost of journeys actually undertaken.

Reimbursement is limited to the cost of round-trip travel, by most direct route, between the capital city of the Member State to Headquarters, for a maximum of one first-class ticket for the head of delegation and four tickets in the class immediately below first class for journeys

exceeding 9 hours' duration by air or four tickets at the least costly economy airfare for journeys under 9 hours' duration by air for other members of the delegation accredited to the respective session of the General Assembly.

When travel by sea or rail is involved for all or part of the journey, reimbursement shall be limited to the cost of air travel as specified above, unless the actual cost is less.

Delegations entitled to reimbursement of transportation costs, in accordance with the provisions of the Rules Governing Payment of Travel Expenses and Subsistence Allowance in Respect of Organs or Subsidiary Organs of the United Nations (ST/SGB/107/Rev.6 of 25 March 1991) may submit claims on form F-56 (Reimbursement voucher for official travel of representatives of Member States). Such claims must be accompanied by original receipts, bills, vouchers, used ticket stubs and boarding passes. If requested, the United Nations would arrange transportation, wherever possible, between the capital city of a Member State to the place of the meeting; for this purpose, delegations should use form PT-137 (Transportation services to delegations) and should include the fax number and/or e-mail address of the traveller or contact person. The United Nations will not be liable for any claim for reimbursement of travel expenses submitted later than 31 December of the year that follows the closing date of the session of the organ or subsidiary organs to which the claim relates.

Reimbursement claims, requests for issuance of tickets and inquiries on travel entitlements should be addressed to:

Executive Officer
Department of Management
Room S-2750A
United Nations
New York, N.Y. 10017
Tel.: (212) 963-6192/963-8042
Fax: (212) 963-3283

Travel facilities

The official travel agency of the United Nations in New York, American Express, will assist delegations, to the extent possible, in making travel arrangements, ticketing and hotel reservations. The office, which is located in room S-2008, is open from 9 a.m. to 6 p.m. (ext. 3.6280).

City liaison and legal assistance

The New York City Commission for the United Nations, Consular Corps and Protocol is the official liaison between the Mayor's Office, as well as all city agencies, and the diplomatic and consular community. Its primary purpose is to provide information and assistance on a diverse range of matters, from educational, household and personal concerns to legal and commercial problems. Newly arrived diplomats and consular officers are greeted and provided with a kit of information on New York City. The Commission also assists private citizens and local businesses in interacting with diplomatic and consular individuals and organizations.

All members of the diplomatic and international community are welcome to call the Commission for assistance throughout their stay in New York. The Commission is comprised of the following four divisions: United Nations and Consular Corps Affairs (which includes the Legal Department), Protocol, International

Business, and the Sister City Program of the City of New York.

For further information, please call 319-9300 or fax 319-3430. The Commission is located at Two United Nations Plaza (DC-2), 27th floor, New York, N.Y. 10017.

Hospitality

The Hospitality Committee for United Nations Delegations, Inc., is a private self-supporting and non-political organization devoted to helping delegates and their families feel welcome in New York and the surrounding area. Volunteers arrange hospitality in American homes and visits to such places of interest as museums, schools, hospitals, courts, private art collections and the stock exchange. Complimentary tickets to cultural and sporting events are often available.

The Committee also offers courses at their English Language School. The programmes are open to everyone associated with the United Nations. Two sessions are held in the fall and spring. Evening classes in Professional English are also offered.

Information about these activities may be obtained from room GA-101 (ext. 3.7182, 3.7183 or 3.8751).

Banking facilities

The Chase Bank maintains two branches located in the United Nations vicinity:

Chase Bank
United Nations Secretariat building, fourth floor
Hours: Monday to Friday: 9 a.m. to 4 p.m.
Telephone: (212) 223-4322
Internal telephone: ext. 3.7108 or 3.7109
ATM (cash machine) on the first floor of the Secretariat building available 24 hours*
ATM full service on the fourth floor of the Secretariat building available 24 hours**

Chase Bank
825 United Nations Plaza — street level
First Avenue and 46th Street
Hours: Monday to Friday: 9 a.m. to 4 p.m.
Telephone: (212) 557-0431
Vestibule with four ATMs*** available 24 hours

ATM service is offered in English, French and Spanish and requires the use of an ATM card. The following services may be obtained through Chase ATMs: transfers, deposits, payments, cash withdrawals, balance inquiries and statement printing of the last 30 days' transactions. In addition, the ATM card will access 150,000 network locations, namely, NYCE®, MAC®, Plus®, Cirrus®, Pulse®, MasterCard®/Visa® cash machines, throughout the United States, Canada and worldwide for cash withdrawals and balance inquiries.

* Deposit option not available at this ATM.
** Deposits and payments available at this ATM.
*** Service is available in Russian at these ATMs.

The United Nations Federal Credit Union offers its members — employees and retirees of the United Nations (UN) and affiliated agencies and their families — a broad array of innovative and member-specific financial products and consultative services to help them take control of their financial lives.

Whether the need is to sit down with a Mortgage Representative, learn more about retirement planning, or simply gain easy access to their account information, UNFCU provides its members with the opportunity to stay financially connected. Delegates can stop by two, full-service UNFCU branches. Locations are 2 UN Plaza, third floor, room DC2-0309, open Monday through Friday from 8 a.m. to 4 p.m.; and at the Secretariat Building, fourth floor, room S-0430, open from 8.30 a.m. to 4 p.m., Monday through Friday, and 8.30 a.m. to 5.30 p.m. on paydays. The UNFCU also operates a satellite office at the UNICEF Building, 633 Third Avenue on the 22nd floor, open Wednesdays from 9 a.m. to 1 p.m. A UNFCU Member Service Representative is available to conduct non-cash transactions and answer members' questions.

Complementing these services, UNFCU operates six ATMs/Bancomats at the following locations: Secretariat Branch; Secretariat Building, fourth floor; Secretariat Building, ground floor; 2 UN Plaza, third floor (three machines), and at the UNICEF Building. UNFCU ATM/Bancomat services include balance inquiries, transfers, and cash withdrawals. Any cards with the following logos are accepted at the UNFCU ATMs/Bancomats; NYCE®, Cirrus®, Visa®, MasterCard®, Plus®, American Express "Express Cash"®, Discover®, Pulse® and Honor®.

Newsstand

There is a newspaper and confectionery stand in the lobby of the Secretariat building, which is open from 8 a.m. to 5.30 p.m., Monday to Friday. It is closed on weekends and holidays.

Bookshop

Over-the-counter services are available at the United Nations bookshop located in the concourse area of the public lobby at the north end of the General Assembly building. In addition to publications by the United Nations and its specialized agencies, other publishers are represented on themes addressed by the United Nations. Souvenir postcards, posters and stationery items are also available for sale. Delegates are entitled to 25 per cent discount on United Nations publications and 10 per cent discount on all other items over $3 on purchases made at the bookshop.

Sale of publications

The United Nations publishes over 400 new publications each year, providing an invaluable source of information on the world's most important issues. Its wide range of publications keeps readers throughout the world up to date with latest developments in the areas of international politics, law, social issues, the environment and economics, as well as provides numerous important reference works and all the official records of the Organization. Microfiche, CD-ROM and electronic databases are available in addition to publications. The United Nations also acts as a distributor for publications by ICJ, UNICEF, UNITAR, UNIDIR, UNIDO, UNDP, UNFPA, UNU, INSTRAW, UNEP and UNICRI. Orders or information on United Nations publications can be obtained by contacting: United Nations Publications, Two

United Nations Plaza, room DC2-0853, New York, N.Y. 10017; tel. (212) 963-8302; fax (212) 963-3489; e-mail: publications@un.org, web site: www.un.org/publications.

Meditation room

The meditation room is located in the north-west end of the entrance level of the General Assembly building. The designated hours are from 8 a.m. to 4.45 p.m., Monday to Friday. The security supervisor in the area will be available to assist with access to the room.

Delegates' quiet room

There is a quiet room for delegates in the delegates' south lounge on the second floor, Conference building.

United Nations Gift Centre

The Gift Centre is located on the concourse level of the General Assembly building. Objets d'art, handicrafts, costume jewelry, souvenirs, United Nations medals and flags of Member States are on sale. Delegates are entitled to a 20 per cent discount on all purchases upon presentation of valid United Nations identification. The Gift Centre is open seven days a week from 9 a.m. to 5 p.m. from March to December. It is closed on weekends during January and February.

Request for use of United Nations premises

In the interest of ensuring the security and safety of all concerned, as well as in the light of the increasing number of requests for use of facilities, representatives of permanent missions are asked to use the utmost discretion when sponsoring events to ensure that the activities are of a non-commercial nature and consistent with the principles and aims of the United Nations. Missions should note that they are responsible for the content and

conduct of any event they may sponsor. Specially when sponsoring events on behalf of non-governmental organizations accredited with the United Nations, representatives of Missions should bear in mind that, notwithstanding the worthiness of the purpose of the event, no substantive business such as the passage of resolutions, holding of elections, presentation of awards or solicitation of funds, nor ceremonies of any kind, may be conducted. Requests for the use of the premises for events should be addressed to the Assistant Secretary-General for Central Support Services (room S-2127B, ext. 3.1889, fax. 963-4217). Once approval has been obtained, a ranking member of the Mission must attend and/or preside over the meeting or event in its entirety. Any and all financial obligations arising from the meeting or event shall be the sole responsibility of the sponsoring mission.

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